

Commonwealth Office of Technology

Rated Service Description

Infrastructure Installation Services		Rate
CS40	<p>Per Hour</p> <p>The CS40 service provides agencies with access to COT support staff on an hourly billable basis. This service allows an agency to procure COT staff to provide necessary infrastructure installation services as needed.</p>	\$75
CS40	Includes the following HARDWARE Not Applicable	
CS40	Includes the following SOFTWARE Not Applicable	
CS40	Includes the following SERVICES Installation services including, but not limited to, hardware installation, software installation, phone installation, cabling and network LAN/WAN installation, and other hourly installation support needed that is not covered under a rated service. 24 X 7 X 365 access to the Commonwealth Service Desk Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support.	
CS40	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov Please note that a valid COT Billing Number will be required in order to initiate this service.	
CS40	Additional Service Clarifications None	